

Consent Decree Standards

Quarter 3 Report : 7/1/21-9/30/21

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Compliance Measures: Timely Access

1. 80% inpatient referrals to PNMI E acceptance decisions communicated within 5 business days
 - **Standard met:** 100% decisions communicated within 5 days
2. 80% inpatient referrals to PNMI admitted within 30 calendar days
 - **Standard met:** 100% of inpatient referrals admitted within 30 calendar days
3. BRAP vouchers issued within 14 calendar days on average for priority categories
 - **Standard met:** Average of 4 days (no waitlist)

Compliance Measures: Timely Access

4. 60% referrals to Community Integration (CI) have face to face assessment within 7 business days; 85% within 30 calendar days
 - **Standard partially met:** 55% within 7 days; 87% within 30 days
5. 60% referrals to Assertive Community Treatment (ACT) have face to face assessment within 7 business days; 85% within 30 calendar days
 - **Standard partially met:** 54% within 7 days; 91% within 30 days
6. 75% Department referrals to medication management provided service within 7 calendar days of discharge from inpatient; 85% within 14 calendar days
 - **Standard not met:** 33% within 7 days; 67% within 14 days

Compliance Measures: Timely Access

7. 90% calls to Maine Crisis Line (MCL) responded to within 10 seconds; texts/SMS/emails within 120 seconds
 - **Standard met:** 90% of calls were within 10 seconds; 100% of texts/SMS/emails were within 120 seconds
8. >50% of those determined to need face to face contact with mobile crisis are seen within 2 hours; 85% within 3 hours
 - **Standard partially met:** 78% seen within 2 hours; 81% seen within 3 hours
9. >50% have disposition/resolution within 3 hours of completion of mobile crisis assessment
 - **Standard met:** 68% within 3 hours

Compliance Measures: Timely Access

10. <5% involuntarily admitted for psychiatric treatment as final disposition from call to MCL
 - **Standard met:** 2.6% involuntary admitted

11. <20% readmitted to Crisis Residential within 30 calendar days from CSU discharge
 - **Standard met:** 12% readmitted within 30 days

Compliance Measures: Timely Access

12. $\leq 15\%$ discharged from Crisis Residential admitted for inpatient psychiatric treatment within 30 calendar days
 - **Standard met:** 13% admitted within 30 days

13. 60% referrals to Behavioral Health Home (BHH) admitted within 7 business days; 85% within 30 calendar days
 - **Standard not met:** 13% within 7 days; 36% within 30 days

Compliance Measures: Contract Management & Enforcement

14. <5% of requests to reject referral for reasons other than staffing ratios, capacity, or not meeting eligibility per MC rule are granted
 - **Standard met:** 0% approved for other reasons (5 approved referral refusals all due to staffing capacity)

15. 95% violations of contract or MC rule provisions for rejecting referrals or terminating services result in sanctions
 - **Standard met:** 100% (0/0)

Compliance Measures: State Hospital

16. a) Riverview Psychiatric Center (RPC) maintains licensing, Joint Commission accreditation, CMS certification, & funding level needed to maintain accreditation & certification standards
- **Standard met:** RPC remains licensed, accredited, and certified
- b) 70% of patients ready are discharged within 7 calendar days
- **Standard not met:** 5 out of 15 (33%)
- c) 80% of patients ready are discharged within 30 calendar days
- **Standard met:** 12 out of 15 (80%)
- d) 90% of patients ready are discharged within 7 calendar days
- **Standard not met*:** 13 out of 15 (87%)

Compliance Measures: Reporting

17. Department provides quarterly reports on each standard to Court Master & Plaintiffs' Counsel no later than 60 calendar days after the end of each quarter
 - **Standard met:** Complete report sent on 11/29/21